

Technology Strategic Direction

Efficiency (Make Technology Work Smarter)

Business Driver: IT needs to streamline internal processes and support to be able to continue to provide outstanding service in the midst of shrinking budgets and increasing demands.

- Implement solutions to upgrade end-user systems and make them supportable
 - Example project: Windows XP and Office 2007 upgrades
- Increase manageability and support of user systems by implementing new support tools
 - Example project: LanDesk
- Identify and implement new ways to decrease the City's IT "Total Cost of Ownership"
 - Example projects: EDMS Green Office, Server virtualization
- Develop standard, repeatable IT processes and methodologies
 - Example areas: Change management, Project management, Application development
- Begin building a "Service Oriented Architecture" by implementing a common integration solution
 - Example projects: Utilize Enterprise Service Bus for Oracle/EAM/Accela/GIS integrations
- Identify IT services, support requirements and cost of providing those services
 - Example projects: Budget management system, IT Service catalog

Services (Make Technology Work for You)

Business Driver: IT needs to look at ways to leverage technology to meet the demands of customers and enhance its service offerings to keep pace with those demands.

- Develop new views of City data using existing tools to assist in Citywide decision making processes
- Increase usage of geographic representation of City information
- Enhance functionality by leveraging existing supported technologies
 - Example: Developing applications using Notes
- Decrease resource requirements and timeframes to deliver services
 - Example project: Email archive and search tool
- Increase utilization of wireless technologies and remote access in support of doing City business
- Develop a standard process to identify Data Ownership roles and responsibilities within key business applications to enable effective decisions to be made surrounding business data validation, structure and use.

Accessibility (Make Technology Available)

Business Driver: IT needs to increase accessibility to data to assist the City in delivery of services.

- Implement solutions to provide redundancy and greater availability of core City infrastructure
 - Example projects: Distributed SAN
- Implement appropriate, adequate security policies in keeping with the City's mission
- Increase network availability and speed while reducing reliance on network providers
 - Example project: Replacing leased lines with fiberoptic connectivity

Sustainability (Keep Technology Running)

Business Driver: IT needs to continue to focus on "keeping the lights on" and maintaining existing systems in a supportable manner.

- Implement appropriate upgrades and patches to keep systems under vendor support
 - Example projects: Oracle DB upgrade, Unix to Linux upgrade, Oracle Applications re-implementation